



# Public Service Commission of Wisconsin

Eric Callisto, Chairperson  
Mark Meyer, Commissioner  
Lauren Azar, Commissioner

610 North Whitney Way  
P.O. Box 7854  
Madison, WI 53707-7854

Public Service Commission of Wisconsin  
RECEIVED: 07/07/10, 2:29:42 PM

July 7, 2010 – VIA E-MAIL

Mr. James Grassman, Village Manager  
Village of Whitefish Bay Water Utility  
5300 North Marlborough Lane  
Whitefish Bay, WI 53217  
E-mail: [J.Grassman@wfbvillage.org](mailto:J.Grassman@wfbvillage.org)

Re: Telephonic Hearing on July 14, 2010, at 9:30 a.m.

6480-WR-105

Dear Mr. Grassman:

Enclosed you will find the appearance slip and the instruction sheets for utilities and for citizen participants which should be copied and given to members of the public attending the hearing. Below are the exhibits anticipated to be entered into the record at the hearing. You should make copies available to any persons requesting them.

- Exhibit 1 - Customer Notice(s)
- Exhibit 2 - Utility Application
- Exhibit 3 - PSC Staff Revenue Requirement Proposal
- Exhibit 4 - PSC Staff Cost of Service Study and Rate Design Proposal

These materials will facilitate a better understanding of the telephonic public hearing process and allow all participants a common understanding whenever the exhibits are referred to during the hearing. Hearing attendees who wish to have their attendance noted for the record should fill out an appearance slip. At the conclusion of the hearing, please upload the appearance slips to the Electronic Regulatory Filing (ERF) System at [http://psc.wi.gov/apps35/erf\\_public/Default.aspx](http://psc.wi.gov/apps35/erf_public/Default.aspx).

If you have any questions, please e-mail me at [David.Prochaska@wisconsin.gov](mailto:David.Prochaska@wisconsin.gov) or call me at (608) 266-5739.

Sincerely,

/s/ David L. Prochaska

David L. Prochaska  
Public Utility Rate Analyst  
Division of Water, Compliance and Consumer Affairs

DLP:w:\water\prochaska\telephonic hearing letter\6480-WR-105

Enclosures

cc: Ms. Barbara C. Patin, Village Clerk-Treasurer, E-mail: [B.Patin@wfbvillage.org](mailto:B.Patin@wfbvillage.org)  
Mr. Donald N. Vilione, CPA, Baker Tilly Virchow Krause, E-mail: [Donald.Vilione@bakertilly.com](mailto:Donald.Vilione@bakertilly.com)

**PUBLIC SERVICE COMMISSION OF WISCONSIN****Appearance Slip**

(please print clearly)

Docket Number and Title 6480-WR-105 Application of the Village of Whitefish Bay Water Utility for Authority to Increase Rates		Hearing Date July 14, 2010	
Name		Title	
Street, Rural Route Number, or P.O. Box Number			
City		State	Zip Code
Telephone Number		E-Mail Address	
Representing <input type="checkbox"/> Self <input type="checkbox"/> Employer <input type="checkbox"/> Organization			
Do you wish to testify? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Undecided		Would you like to receive a copy of the Commission's decision? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Appearance <input type="checkbox"/> AS INTEREST MAY APPEAR <input type="checkbox"/> IN SUPPORT <input type="checkbox"/> IN OPPOSITION			
Signature			

If you would like to provide written comments instead of oral testimony, please use the remainder of this sheet and other pages, if necessary, for your written comments. The admission of written comments into the hearing record is subject to parties' objections. Your signature above affirms that your written comments are true and correct to the best of your knowledge and belief.

## **TELEPHONIC HEARING INSTRUCTIONS FOR UTILITIES**

The Public Service Commission of Wisconsin (Commission) is pleased to offer you the opportunity to have the hearing on your application handled over the telephone. However, if your hearing is to be brought to a successful conclusion, several things must happen:

1. Your hearing room must be wheelchair accessible and accommodate at least a dozen people. It must be equipped with a speaker telephone. A fax machine must also be readily available for use, if necessary, during the hearing.
2. Order must be maintained throughout the hearing. Only one person may speak at a time, and each person must clearly identify himself/herself by name each different time he/she speaks and speak so that he/she can be clearly heard and understood. (If order cannot be maintained or if citizen participants cannot properly participate, the hearing may be adjourned to Madison.)

Please arrange the seating so that all those attending the hearing, including citizens, can hear everything that is said and can clearly be heard when speaking.

3. You must be prepared to start the hearing on time. This means that your representatives and witnesses who are participating in the hearing must be in the hearing room and in their seats at the time set for the hearing to begin. Someone must be available to orient any latecomers in a manner that does not disrupt the hearing.
4. An "Appearance Slip" has been supplied to you with these instructions. Please have enough copies made for the hearing. Attendees who wish to have their attendance noted for the record should fill out an Appearance Slip. (The names of those attending for the utility may be placed on one Slip.) Completed Slips should be submitted to the Commission immediately following the hearing via the Electronic Regulatory Filing (ERF) System on our website at [http://psc.wi.gov/apps35/erf\\_public/Default.aspx](http://psc.wi.gov/apps35/erf_public/Default.aspx) under your docket number.

Instructions for citizen participants have also been supplied to you. Please have enough copies available to hand out at the hearing.

5. Commission staff will have informed you of the exhibits anticipated to be entered into the record at the hearing. Your documents to be marked as exhibits must be in the possession of the Commission at least ten days before the date set for the hearing. Some typical exhibits are: Customer Notice (Affidavit of Publication), Application to Increase Rates, and Staff Proposal. Please have copies of these exhibits with you at the hearing in sufficient quantity for citizen participants to have an opportunity to review.
6. The telephone number of the phone you intend to use for the telephone hearing must be provided to the Commission at least ten days before the hearing.

If you have any questions about the hearing procedure, please call the Commission.

## **TELEPHONIC HEARING INSTRUCTIONS FOR CITIZEN PARTICIPANTS**

The Public Service Commission of Wisconsin (Commission) welcomes you to its telephonic hearing on this matter. If you wish to have your attendance noted for the record, please fill out an Appearance Slip.

Although this hearing is taking place over the telephone from two or more locations, it is one hearing. Your hearing room and the Commission hearing room in Madison are each connected by a speaker telephone.

The people attending at your hearing room are utility personnel, sometimes its consultant, and any members of the public from your area. In Madison, those attending usually are all Commission employees: an administrative law judge (ALJ), who is the presiding officer responsible for making the record and keeping order; Commission staff; and sometimes a stenographer. The utility and Commission staff will identify themselves before or at the start of the hearing.

The purpose of the hearing is to make a “record” to be used in deciding the issues in this matter. A record is made up of testimony of witnesses, including your statement, and exhibits. The hearing will be recorded (or transcribed by a stenographer). Exhibits may be offered into evidence by witnesses from the utility and Commission staff. You also may have exhibits to offer into evidence.

The general order of witnesses is for the utility witnesses to testify first, followed by any staff testimony, and then any citizen testimony. If you have a time problem, let the ALJ know. Your testimony can be taken earlier. Occasionally, utility personnel or Commission staff will have a question or two for you.

Upon request, you may be given an opportunity to talk off the record to utility personnel or Commission staff members to assist you in putting together any testimony you wish to give on the record. The ALJ will also assist you.

Your testimony is important. Therefore, should you decide to testify, please follow these rules:

1. To assist you in putting together your testimony, you will be given an opportunity to examine any documents or papers which will be offered into evidence as exhibits before the hearing starts.
2. Before you testify, the ALJ will ask you to swear or affirm the truth of your testimony.
3. Before you begin to testify, please give your name, spell your name, and give your address.
4. When you testify, you must be close enough to the speaker phone and speak loudly enough for the participants in Madison to hear you. It may take a few tries to get you to speak loudly and slowly, so please be patient if you are interrupted and asked to speak more loudly or more slowly. To help make a good record, only one person may speak at a time.